



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.  
Serial No.: 09/474,643 Group Art Unit: 3623  
Filed: December 29, 1999 Docket No.: 60027.0326US01/BS98041  
Title: System and Method for Eliminating an Unnecessary Dispatch of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on May 7, 2003.

By: 

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Dear Sir:

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If there are any questions regarding this matter, please call the undersigned at 612.332.5300.

Respectfully submitted,

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